



 CASE STUDY

Updating library systems for improved reliability at the University of the West of England

In May 2020, Advanova won a tender bid to update the library system at the University of the West of England (UWE) in Bristol.

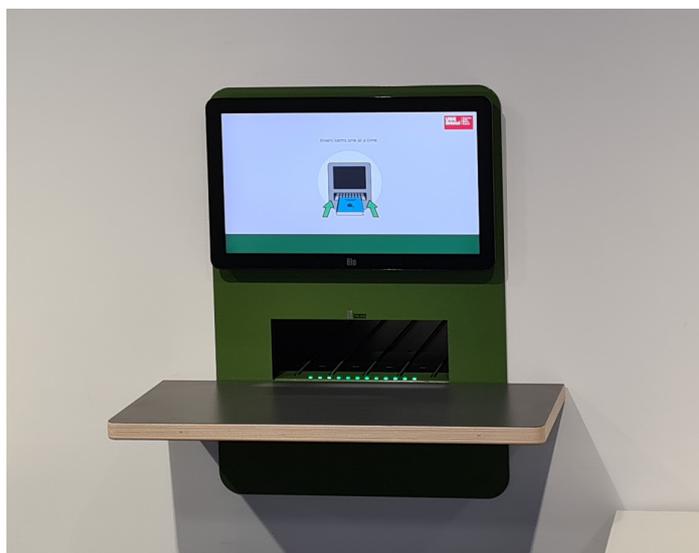
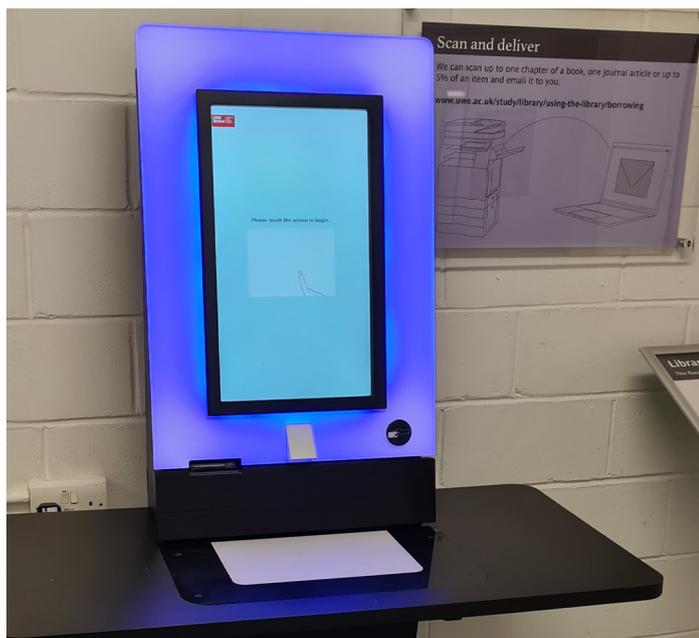
UWE Bristol is a well-established university, with over 29,000 students, 250,000 alumni and 3,000 staff. International students make up 21% of the student population from 140 different countries around the world.

The university provides modern library services to enhance the learning experience for all students, supporting their learning and study needs across all of its campuses. Each library is equipped with a range of resources, such as books, digital resources, training videos and reading lists.

In 2020, the University had a requirement to upgrade their existing library equipment as it was nearing the end of its lifespan. As Matt Durant, Customer Liaison and Outreach Manager at UWE explains: "We were looking for new equipment that would be reliable, could meet some bespoke technical requirements, and we had a good base of existing suppliers in the UK that we could talk to."

“One of the main focuses for the project was finding a supplier that could help us move away from the traditional login method or barcode and library pin. We were looking to move to the use of RFID cards, with use of university login as a back-up.”

Advanova specified its RFID V5 self-service kiosks as part of the tender process. These kiosks deliver a user-centric service whereby library users can manage their accounts, check books in and out and complete contactless payments.



Barney Yabbacome, Account Manager (Midlands and North UK, NI and Ireland) said: “Our V5 kiosks offer a complete self-service solution, requiring minimal staff intervention and with their intuitive user interface, we knew they would be a great solution for the university. Plus, with a large percentage of international students, the ability of the system to be viewed in 35 different languages, ensured it met the brief for UWE.”



Now that we've had the equipment for almost two years, we've not had to call upon Advanova a great deal. The hardware has been very reliable so far and it's been very rare for us to call.

Matt Durant, Customer Liaison and Outreach Manager, UWE

Matt Durant continues: “We were very impressed with the demonstration of the equipment during the tender process and the Advanova team were able to answer all our questions and then provided us with all the information we needed after our meeting.

“We were also delighted with inclusive features of the products, which focussed on supporting users operating from differing heights. We were also impressed with the size of the screens and the ability to switch languages has been valuable for our international student community.”

“Once we had selected Advanova, we were put directly in touch with Barney, our account manager. Barney has always been very responsive, is always willing to visit and has a great deal of technical knowledge to call upon.”

The university had a very specific requirement that the new library equipment could be linked to their own bespoke authentication system. In order to facilitate this, Advanova's own software development team worked alongside the university's IT department to ensure this could be achieved.

There were also various other challenges during the equipment installation phase, with the team having to work around a variety of Covid restrictions which limited site access plus a range of supply chain issues, however as Barney Yabbacome explains, customer communication was key to the successful delivery of the project:

“Our team share a common ethos to deliver first-class customer service and it was vital, that with the ever-changing Covid situation, we kept the team at the university updated with progress and if any changes to the rollout were needed.”

To talk to us about the solutions we would recommend for your specific requirements, please get in touch by calling +44 (0)1582 769991 or emailing sales@advanova.co.uk